

If you are unable to telephone for any reason then you should:

- Turn off the gas supply at the emergency control valve if possible (the valve is/should be located next to the gas meter, the valve should be off when turned down from vertical to the horizontal position).
- Do not operate any electrical switches or any electrical appliances or operate the door bell.
- Ventilate the rooms affected by the smell of gas, if need be all rooms, by opening the windows.
- Do not smoke or use a naked flame.
- Vacate the property and notify the area housing office. Do not return until an engineer has given you permission to do so.

Solid fuel Servicing

The council are legally bound to carry out a landlords safety check , at intervals not exceeding 6 months to insure that all solid fuel appliances and associated equipment are safe, to meet this requirement we operate a bi annual solid fuel servicing programme for all solid fuel heating systems in council owned properties.

The service can only be undertaken if you have electric at your home, if you have credit meters you will need to ensure there is sufficient credit on the meter before the service is carried out, you must also allow sufficient time for the appliance to cool down to allow the engineer to work on it preferably overnight prior to the service being undertaken.

Under the terms of your tenancy agreement you are obliged to allow access for our contractors to attend your home for the bi annual service to be undertaken and it is important for your safety that this is carried out. Failure to provide access could result in legal action being considered and you could be recharged for any costs incurred as a lack of co-operation.

All engineers should carry identification of the company that carry out our solid fuel servicing.

In the event of an emergency

Where there is a possible spillage of products of combustion from a solid fuel appliance please ventilate rooms by opening windows and vacate the property soon as possible, notify your local area housing office or out of hours, do not return until the engineer has given his permission to do so.